Q.11. Examine the relevance of the following in the context of the civil services:

a) Transparency

Transparency means openness in decisions, actions and use of public resources. It builds accountability and strengthens people's trust in government.

Relevance

① Accountability: officials are answerable for their actions.

Eg. RTI exposed the Adarsh Housing Scam.

② Reduces Corruption: Open and clear procedures limit bribery and favouritism.

Eg. E-procurement makes tenders public.

③ Builds Public Trust: Citizens feel confident when decisions are fair and transparent..

Eg. Public disclosure of COVID Data.

④ Promotes participation: People can give

feedback and monitor government work.
eg Social audits under MGNREGA.

⑤ Ensures fairness: clears rules and merit lists reduce arbitrariness.
Eg. online publication of recruitment results.

⑥ Improves service delivery: online -tracking reduces delays and middle-man.
eg. Passport Seva Portal.

⑦ Strengthens democracy: Disclosure of government expenditure helps citizens hold the system accountable.
eg open budget data

Challenges: must balance with Privacy, national security and confidential information.

Transparency makes administration more responsible, fair and citizen centric, and is essential for ethical and effective civil services.

b) Accountability

Accountability means being answerable for our decisions, actions and use of public resources.

Relevance:

① Ensures Responsibility: officers take ownership of their decisions and avoid blaming others.

eg. A district collector accepting responsibility for delay in relief and taking corrective action.

② Promotes transparency: Proper records, audits and sharing of information.

eg RTI Act, 2005 enables citizens to seek information.

③ Prevents Corruption: Fear of Scrutiny discourages misuse of power and public funds.

eg. Vigilance inquiry into irregularities in MGNREGA leading to action.

④ Improves Service delivery: Time bound and citizen centric functioning.
Eg Citizen's charter with clear timelines for services like passports.

⑤ Builds public trust: People gain confidence when grievances are addressed fairly.
Eg Lokpal and Lokayuktas provides a mechanism for accountability.

⑥ Ensure ethical conduct: officers follow rules and act in public interest.
Eg. An IAS officer refusing illegal land allotment despite political pressure.

Accountability makes civil servants answerable to the law and citizens. It leads to ethical, transparent and people centric governance.

c) Fairness and Justice.

Fairness means treating everyone without bias and justice means giving each person their rightful due.

Relevance:

① Ensures equality: Decisions are free from caste, religion, gender or political bias.
Example: Conducting fair and transparent recruitment exams like UPSC.

② Protects vulnerable sections: Ensures weaker sections get their legal rights.
Example: Implementing schemes like PDS, MGNREGA fairly to reach genuine beneficiaries.

③ Upholds rule of law: Law applies equally to all, regardless of status or influence.
Example: Demolishing an illegal construction of an influential person.

④ Fair distribution of resources:
Ensures public benefits reach deserving people.
Example: A DM ensuring relief reaches real victims during floods.

⑤ Builds public trust: Fair and just decisions increase citizens' faith in government and strengthen democracy
Example: Transparent land acquisition with fair compensation.

⑥ Ethical and humane governance:
Helps balance rules with compassion.
Example: Giving timely relief to families affected by a disaster based on genuine need.

Fairness and Justice make administration impartial, inclusive and people-centric, and uphold the dignity and rights of every citizen.

d) Courage of conviction.

Courage of conviction is the ability to stand by one's principles and take the right decision, even under pressure or criticism.

Relevance

- Helps resist corruption: Enables officers to refuse illegal orders and maintain integrity.
- Ensures impartial decisions: Helps take fair action despite political or social pressure.
- Protects public interests: Encourages action against injustice, even when it is unpopular.
- Promotes accountability: ~~Gives~~ Gives strength to admit mistakes and correct them.
- Strengthens rule of law: Ensures that law are followed without fear or favour.

Examples

- Ashok Khemka: took action against irregular land deals despite facing frequent transfers.
- Satyendra Dubey: Exposed corruption in NHAI projects despite personal risks, showing moral courage.

Courage of conviction helps civil servants remain honest, impartial and people oriented, guided by constitutional values.

e) Spirit of Service

Spirit of service means working for the welfare of people with dedication, empathy and a sense of duty beyond self-interest.

Relevance

① Citizen Centric Approach: Keeps police's needs at the centre of decisions.
eg. An IAS officer ensured flood and relief reached affected families during Kerela Floods (2018)

② Empathy and inclusion: Helps in understanding the problems of vulnerable sections.
eg. A district collector arranged special facilities for differently abled people during elections.

③ Commitment to duty: Encourages sincere and proactive work.
eg. An officer regularly visits remote villages, to monitor implementation of welfare schemes.

④ Integrity: Prevents misuse of public power for personal gain.
Eg. An officer rejected bribe offers while selecting beneficiaries for housing scheme.

⑤ Crisis Response: Inspires courage and dedication in difficult times.
Eg. Civil servants worked round the clock during COVID-19 pandemic to manage relief and medical facilities.

⑥ Builds trust: A service oriented attitude strengthens people's faith in government and democracy.

Spirit of service makes a civil servant a true agent of positive change and helps in building an inclusive and just society.

Q.12. One of the tests of integrity is complete refusal to be compromised. Explain with reference to a real life example. (10marks)

Integrity means being honest and sticking to right principles, even when there is pressure, lure or personal loss.

Why refusal to compromise showing integrity?

- It shows moral courage to say "no" to wrong demands.
- Keeps decisions fair and free from bias.
- Builds public trust in the administration.
- Ensures that public interest remains above personal gain.

Example - Ashok Khemka (IAS)

- Known for cancelling a land deal in Haryana that had serious

irregularities.

- He faced several transfers and pressure, but did not compromise on transparency and legality.
- His stand showed that integrity is about doing the right thing, despite personal cost.

Thus, a key test of integrity is the ability to refuse compromise, which helps a civil servant remain just, credible and dedicated to public service.

Q13. Why should impartiality and non-partisanship be considered as foundational values in public services, especially in the present day socio-political context? Illustrate your answer with examples. (10 Marks)

Impartiality and non-partisanship ensure that a public servant works for the constitution and citizens, not for any political party or personal interests.

Why they are foundational values:

- Equality: Fair and unbiased treatment to all, irrespective of caste, religion or political affiliation.
- Political neutrality: Prevents misuse of state machinery for electoral gains.
- Public trust: Builds faith in administration and strengthens democracy.
- Rule of Law: Ensures decisions are

based on merit and facts, not pressure or favouritism.

- Social harmony: Reduces discrimination and protects vulnerable groups.

Examples:

- Election commission (2019 & 2024 elections) - enforced model code of conduct equally on all parties, showing non-partisanship.
- IAS officer Armstrong Pame (Manipur): Provided relief and essential services to all communities during ethnic, without any bias.
- COVID-19 (2020): Many district administrators distributed food, medicines, and oxygen based on need, not on political or social identity.

These values keep the civil services fair, credible and citizen centric, which is crucial in today's polarised socio-political context.

Q.14 How do the virtues of trustworthiness and fortitude get manifested in public service? Explain with examples. (10 Marks)

Trustworthiness builds public faith, while fortitude gives courage to take right decisions despite pressure.

Trustworthiness in Public Service

- **Honesty**: Ensures fair use of public resources.
- **Reliability**: Builds long-term trust with citizens.
- **Transparency**: Makes decisions open and accountable.

Example: IAS Durga Shakti acted against illegal sand mining (2013) despite threats, which strengthened public trust.

Fortitude in Public Service

- **Moral courage**: To resist political or vested pressure

- Preserverance: to work in difficult and crisis situations.
- Decisiveness: To take tough but necessary actions.
- Examples: IAS Ashok Khemka took action in a land deal case despite repeated transfers, showing courage of conviction.

Together, trustworthiness and fortitude make a civil servant dependable, ethical and effective in serving the public.

प्रश्न संख्या (Question No.)

U.P.S.C.

इस भाग में कुछ न लिखें (Don't write anything in this part)

Q. 15. A mere compliance with law is not enough, the public servant also has to have a well-developed sensibility to ethical issues for effective discharge of duties." Do you agree? Explain with the help of two examples, where (i) an act is ethically right and (ii) an act is legally right but not ethically (10 marks)

Yes, law sets minimum allowed behaviour, but ethics helps a public servant choose what is just, humane and in public interest.

Examples

1) Ethically right, but not legally permitted:

- During the 2008 Mumbai attacks, railway announcer Vishnu Zende continued making announcements to guide passengers to safety, despite the danger.
- He breached the normal safety protocol of remaining in secured area, but his act was ethically right as it saved lives.

2) Legally right, but not ethically right:

- A public servant may reject a poor applicant's welfare claim due to a small document error, though the rules allow such rejection.
- It is legally correct, but ethically wrong as it shows lack of empathy and goes against the spirit of public service

Effective public service needs both, legal compliance and ethical sensitivity, to ensure justice, compassion and public welfare.